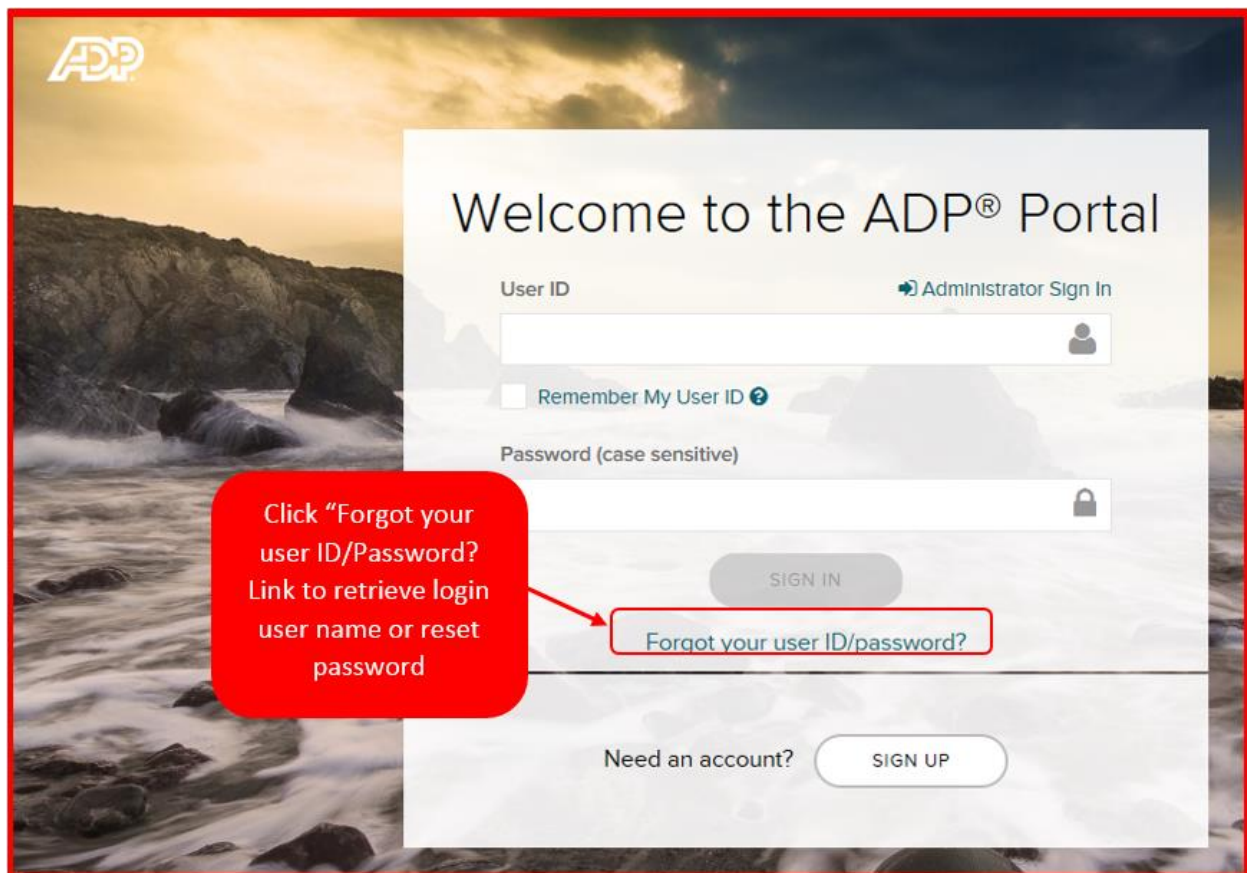


## ADP Forgot User ID/Password reset

If you have forgotten your username, before you go thru the steps below, a reminder that it is usually: your 1<sup>st</sup> initial last name @gci2

If we have had more than 1 employee with the same 1<sup>st</sup> initial and your last name, then you will also have a digit prior to the @ sign. Examples: bjones@gci2 or bjones2@gci2

If you still can't get in, follow the steps below



1. Complete the following steps as seen in screenshot:
  - a. Enter your first name and last name exactly as they exist in your company records.
  - b. Select and enter the email address associated with your account.
  - c. Then click "NEXT" button at the bottom of screen

**ADP**

## Forgot User ID/Password

\* = Required  
[Show Me](#)

First name\*

Last name\*

And at least one of these\*

Email address

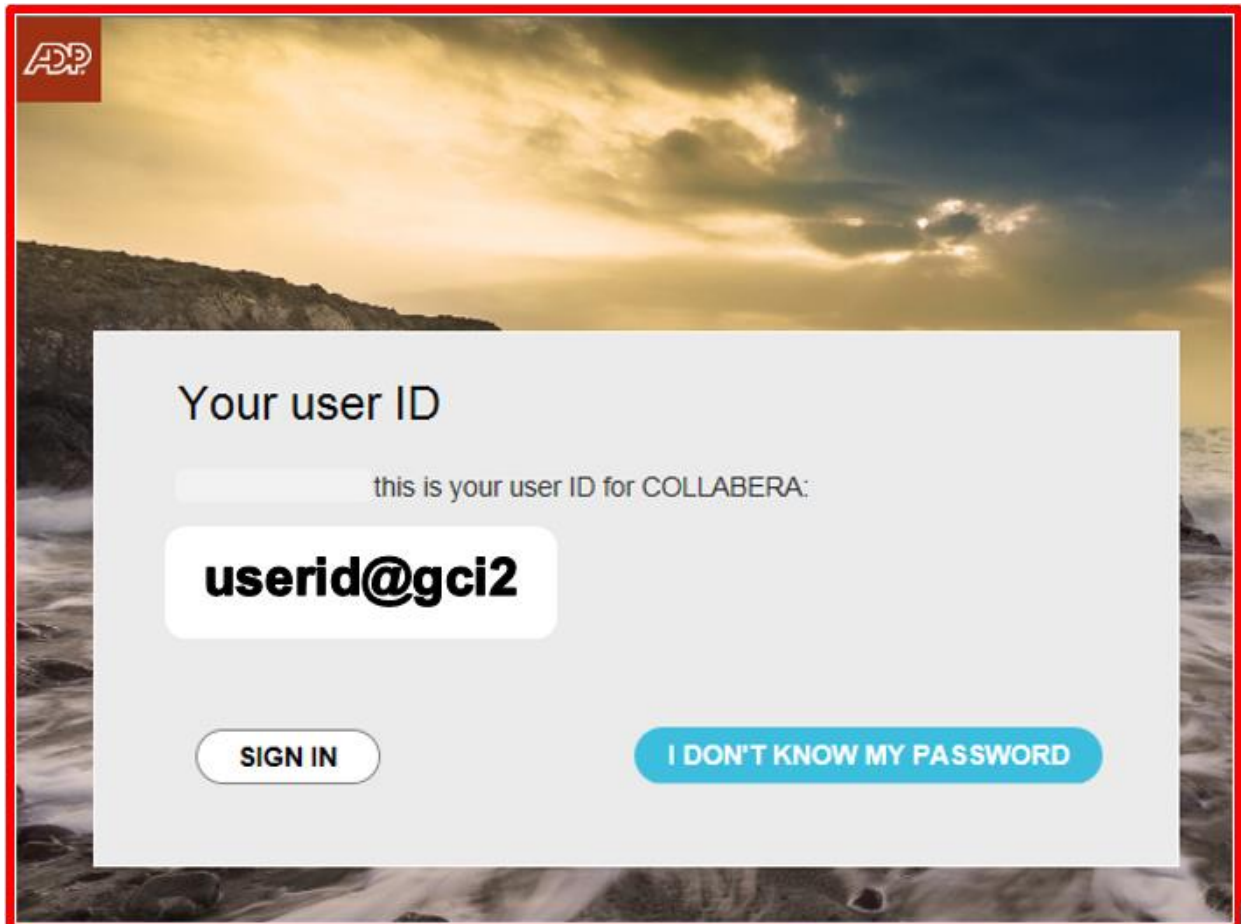
Mobile phone number

United States +1

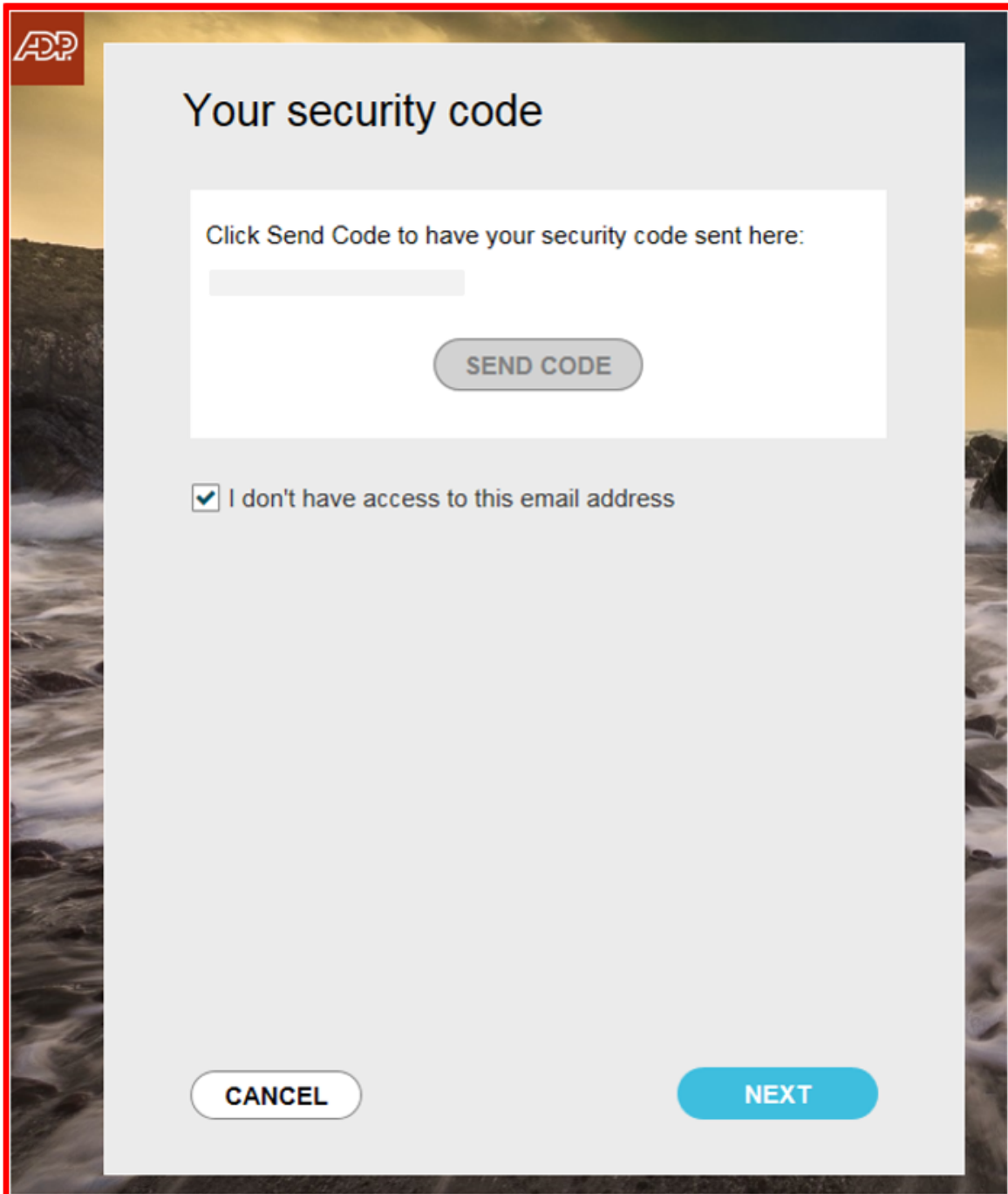
**CANCEL** **NEXT**

Enter your First name and Last name exactly how it appears on company records then enter the email address provided during initial self-service registration.

2. Once you have enter the correct spelling of first name, last name and email address associated with your account, ADP will provide ADP login id (see screenshot below). If you need to reset password then click "I don't know my password" button.



3. Select option box " I don't have access to any of these emails or phones" then click next button at the bottom of screen.



ADP

## Your security code

Click Send Code to have your security code sent here:

SEND CODE

I don't have access to this email address

CANCEL NEXT

4. If you select box " I don't have access to any of these emails or phones" to answer security questions to reset/create a new password.

**ADP**

## Your security questions

\* = Required

In what city was your mother born? (Enter full name of city only)

**Your answer (not case-sensitive) \***

Show answer

What was the name of your first pet?

**Your answer (not case-sensitive) \***

Show answer

In what city was your father born? (Enter full name of city only)

**Your answer (not case-sensitive) \***

Show answer

**CANCEL** **NEXT**